

**Construction Notice**

This contact list may not be complete. If you cannot find the contact you are looking for, please close this page and E-mail the web master. You may also contact Provider Relations at the number on this document.

Personal Assistance Services Key Contacts

Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday

Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P. O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
Client Eligibility		<ul style="list-style-type: none"> • See <i>Client Eligibility</i> in the <i>Key Contacts</i> listing.
PASSPORT Client HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 362-8312 In and out of state	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client HelpLine.
PASSPORT Provider HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 480-6823 In and out of state	<ul style="list-style-type: none"> • For answers to any PASSPORT related questions. • To enroll as a PASSPORT provider.
Policy Questions	Barbara Smith Senior and Long Term Care Division P.O. Box 4210 Helena, MT 59604 Phone: (406) 444-4064 In and out of state E-Mail: basmith@state.mt.us	<ul style="list-style-type: none"> • See also <i>Policy Questions</i> in <i>Key Contacts</i> listing.
Prior Authorization	Mountain-Pacific Quality Health Foundation 3404 Cooney Drive Helena, MT 59602 Phone: (406) 443-4020 Helena and out of state (800) 268-1145 In state	<ul style="list-style-type: none"> • Prior authorization required for personal assistance services.

Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> To enroll as a Montana Medicaid provider.
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Personal Assistance Services Key Contacts (continued)

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Topic	Contact	Information Available
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> For questions about claims, EDI, eligibility, payments, denials, or to request billing instructions, manuals, or fee schedules, call or write. Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information Web Site at www.dphhs.state.mt.us/hpsd/
Restricted Client Authorization	Surveillance/Utilization Review Section P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In and out of state	<ul style="list-style-type: none"> For authorization for emergency services provided for restricted clients, contact the Surveillance/Utilization Review Section (SURS). All other services must be authorized by the client's designated provider. See <i>Authorization, Prior and Restricted</i> in the <i>Key Contacts</i> listing for other authorization information.
Third Party Liability	Third Party Liability Unit P. O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> For answers to questions about private insurance, Medicare or other third-party liability.